

**17—21.3 (231) General requirements for providers of case management services.**

**21.3(1) *Qualifications to provide the service of case management.*** An individual providing the service of case management shall have, at a minimum, one of the following qualifications:

*a.* A bachelor's degree in the human services field including, but not limited to, social work, sociology, special education, rehabilitation counseling, and psychology.

*b.* An associate's degree and two years of full-time equivalent work experience in a human services field involving direct contact with service to people in overcoming social, economic, psychological or health problems.

*c.* A license as a registered nurse in Iowa.

**21.3(2) *Continuing education requirements for the provider of the service of case management.*** An individual providing the service of case management shall:

*a.* Attend during the term of employment annual and other case management training as required by the department.

*b.* Obtain eight hours of relevant training annually. If eight hours of training are not provided in accordance with paragraph 21.3(2) "a," the individual shall document training related to the provision of geriatric case management. Documentation shall be included in the individual's personnel record.

*c.* Complete the mandatory reporter requirements within 90 business days of hiring in accordance with Iowa Code chapter 235B. Each AAA shall ensure that all providers of the service of case management meet this requirement.

**21.3(3) *Background checks.*** Each AAA shall ensure and document that, prior to beginning employment, every potential provider of the service of case management shall have successfully completed a criminal history background check and child and dependent adult abuse record check.

*a.* A background check includes, at a minimum, a request that the Iowa department of public safety perform a criminal history background check and that the department of human services perform child and dependent adult abuse record checks of every potential provider.

*b.* If a potential provider has an unfavorable criminal history background check or child and dependent adult abuse record check, the potential provider shall not provide services under this chapter.

**21.3(4) *Contracting for case management services.*** An AAA may contract for the provision of the service of case management.

*a.* The contractor and the individual providing the service of case management shall be subject to and comply with any applicable state or federal laws and regulations, including this chapter.

*b.* For monitoring purposes, the department shall have access to all records related to the service of case management and all related facilities of the contractor.

*c.* The AAA shall monitor the contractor in accordance with rule 17—6.10(231).